

MCO Partnerships for Million Hearts Population: Opportunities with AmeriHealth Caritas

Million Hearts Learning Collaborative

April 20, 2022

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- Care Management
- Health Education Programs
- Data and Value-Based Programs

POLLING QUESTIONS

Population Health Care Management

Care Management Overview

Rosalyn Carr Stephens, RN, MSN, CCM,
Market Clinical Director, Population Health Management



This program is funded in part by the
Government of the District of Columbia
Department of Health Care Finance.



Integrated Model of Care...Available to all actively enrolled Members

- Complex Care Management
 - Blended model of care that integrates acute case management, disease management and behavioral health
 - Provides case management and care coordination to complex adult and pediatric members
- Bright Start Maternity Management
 - Focused on identifying and helping at-risk pregnant women have a healthy, full-term pregnancy
 - Provides case management services to newborns that require NICU admission
- Children With Special Needs/Early Intervention
 - Coordinates therapy services for children deemed eligible by OSSE

Multi-disciplinary Population Health Approach

- Care Managers
 - DC-licensed Registered Nurses and Social Workers
 - Experienced clinicians receive additional training e.g., motivational interviewing, trauma-informed care, impact of social determinants, etc.
- Care Connectors
 - Non-clinical staff who support care management activities and the activities of the IHCM team
 - Non-licensed professionals with experience serving at-risk populations participate in training e.g. low risk assessments, Medicaid benefits, community resources, etc.
- Chief Medical Officer
 - Oversight of clinical processes including case and utilization management
- Chief Behavioral Health Medical Officer
 - Oversight of behavioral health programs and community partnerships
- Director, Pharmacy
 - Oversight of pharmacy benefit and coordination of pharmacy-related programs
- Director, Quality
 - Chief Quality Officer has oversight of all quality measures including HEDIS, EQRO, NCQA re-accreditation

Rapid Response Outreach Team

- Developed to address the urgent needs of members
- Consists of non-clinical Care Connectors with clinical support provided by a Nurse Care Manager
- Care connectors support Care Managers by completing tasks and reminder calls in support of the individualized plan of care
- Tasks include appointment scheduling and reminders, transportation support, member educational mailings and other administrative tasks assigned by care managers.

DC Population Health Management Departmental Structure

- ❖ **Bright Start Maternity Management Program**
 - ❖ Deemed Newborn authorizations – Care Connectors
 - ❖ NICU Graduate follow up through 12 mo. – Care Manager
- ❖ **Early Intervention Program – Strong Start**
 - ❖ Authorization and coordination of care – Care Coordinator
 - ❖ Attendance at Individualized Family Service Plan (IFSP) meetings – Care Manager/Liaison
- ❖ **Complex Case Management Program**
 - ❖ Case Managers - engage enrollees with a variety of complex physical, behavioral and social needs
 - ❖ Chronic conditions including but not limited to asthma, diabetes, heart disease, HIV/AIDS, cancer/neoplasms
 - ❖ Acute care transitions including post-ED, post-hospitalization, new diagnoses, transitions into the health plan
 - ❖ Peer Specialist – follow up on SUD admissions and referrals including crisis placements and residential treatment program

Key Partnerships and Resources

- ❖ www.amerihealthcaritasdc.com
- ❖ AuntBertha.com – search engine for resources
- ❖ Access2Care – transportation vendor (Lyft/Uber)
- ❖ Mom's Meals – condition-appropriate home delivered meals
- ❖ Food & Friends – condition appropriate home delivered meals
- ❖ 2-Way Texting Program (HealthCrowd)
- ❖ Ginger Emotional Support App – age ≥ 21
- ❖ MindRight Emotional Support App – age 13-20
- ❖ Pharmacy delivery/Mail Order Service
- ❖ McClendon Center – Post-BH admission follow up coordination
- ❖ Weight Watchers
- ❖ Gym memberships

Questions???





AmeriHealth *Caritas*

District of Columbia

HEALTH EDUCATION PROGRAMS





- Diabetes Wellness Circles
- Spanish-language nutrition and diabetes classes
- Online diabetes prevention class
- Bright Start maternity care program
- Cooking classes
- Dietician services
- Home-delivered meals program
- Smoking cessation

For information or to sign up for one of our wellness programs, call **Community Outreach Solutions** at **202-216-2318**.

Get Fit At Home™

The Active&Fit® program helps you stay active no matter where you live or where you like to work out!

- Aquatic Exercise
- Athletic Conditioning
- Barre Fitness
- Barre Fitness for All Levels
- Cardio Blast
- Cardio Pump
- Cardio Quick Fix
- Chair Aerobics
- Chair Boxing
- Chair Dancing
- Chair Dancing Celebration
- Chair Pilates
- Chair Tai Chi
- Chair Yoga
- Circuit Burn
- Diabetes Workout
- Exercise
- Exercise for the Bedridden
- High Energy Cardio
- High Intensity Bootcamp
- Lean Body Circuits
- Pilates
- Strength & Stamina
- Stress Management
- Tai Chi
- Tai Chi for Balance
- Total Body Workout
- Upper & Lower Body Workouts
- Walking
- Yoga
- Your Best Body**

Please visit www.ActiveandFit.com. If you have questions, call toll-free 1.877.771.2746 (TTY: 711), Monday through Friday, 8 a.m. to 9 p.m. Eastern time.

***Please talk to your provider before starting or changing your exercise routine.*





The Bright Start® program provides care management for enrollees who are pregnant.

Bright Start can help you:

- Find an OB/GYN or midwife
- Schedule transportation to and from your appointments
- Get diapers, a car seat, a breast pump, and other supplies
- Sign up for WIC
- Find breastfeeding support and childbirth classes
- Create a birth plan
- Sign up for home-delivered meals and other nutrition programs
- Help with family planning

Located on **PAGE 32** of your Enrollee Handbook



**EARN REWARDS FOR
GOOD HEALTH!**

You can earn rewards by doing things that help you stay healthy.

- Complete one of the recommended health screenings or tests.

You can use the rewards added to your CARE Card at Walgreens, CVS Pharmacy, Rite Aid Pharmacy, and Walmart. You can buy products related to:

- baby care
- women's care
- diabetic supplies
- pain relief
- and more!

CARE Card Rewards Program

Better care, better rewards

Health Screen, Visit or Activity	Description	Reward Amount	Limit (Fiscal Year) October 1, 2021, through September 30, 2022
EPSDT/Well Child Visit	Annual Wellness Visit (Ages 12-20)	\$50	The annual fiscal year limit is a total of \$75 for any and all rewards/incentives, cumulatively. An individual can earn only one reward/incentive in each category per year.
Diabetic Blood and Urine Screening	Blood (HbA1c) and Urine (Kidney Health Evaluation) for Diabetes	\$25	The annual fiscal year limit is a total of \$75 for any and all rewards/incentives, cumulatively. An individual can earn only one reward/incentive in each category per year.
Diabetic Retinal Eye Exam	Retinal Eye Exam for Diabetics	\$25	The annual fiscal year limit is a total of \$75 for any and all rewards/incentives, cumulatively. An individual can earn only one reward/incentive in each category per year.
Maternity Prenatal Visit	Maternity – Prenatal Visit	\$25	The annual fiscal year limit is a total of \$75 for any and all rewards/incentives, cumulatively. An individual can earn only one reward/incentive in each category per year.
Maternity Postpartum Visit	Maternity – Postpartum Visit	\$25	The annual fiscal year limit is a total of \$75 for any and all rewards/incentives, cumulatively. An individual can earn only one reward/incentive in each category per year.

*certain terms and conditions may apply

MORE INFORMATION: <https://www.amerihealthcaritasdc.com/iamhealthy/reward-program.aspx>

Your Urgent Care Options



1. RelyMD

- Use the RelyMD app on your mobile device.
- Call RelyMD at 855-879-4332.
- Visit relymd.com.

2. Urgent care clinic

- Visit our website or call Enrollee Services to find a clinic near you. We provide rides to urgent care centers at no cost.

3. 24/7 Nurse Call Line

- 1-877-759-6279

4. Ready Responders

- Get House Calls for Urgent Care. Please visit www.getready.com or call 202-602-0814.

FIND AN URGENT CARE FACILITY NEAR YOU BY VISITING:

<https://www.amerihhealthcaritasdc.com/member/eng/medicaid/care/emergencies.aspx>



Routine medical appointments

- Call to schedule your ride 48 hours in advance.

Urgent care

- Call to schedule your ride the same day.

Hospital discharges

- Call when you are ready to be picked up.

**The Transportation Services phone number
for all enrollees is 1-800-315-3485.**

Value Based Partnerships for Million Hearts Population: Opportunities with AmeriHealth Caritas

Kelli Johnson, AmeriHealth Caritas DC Value Based Program Manager

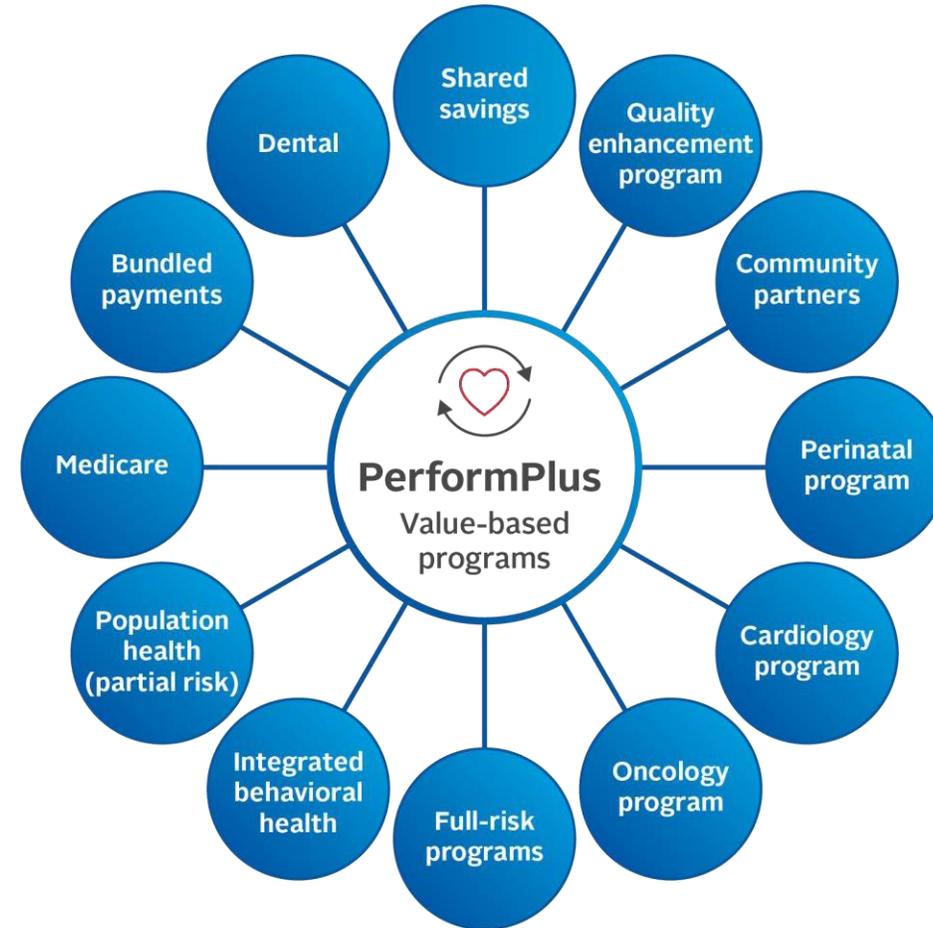


Delivering the Next
Generation
of Health Care

PerformPlus® Portfolio of Programs

AmeriHealth Caritas Perform Plus® value-based portfolio is designed to advance our company's vision for quality.

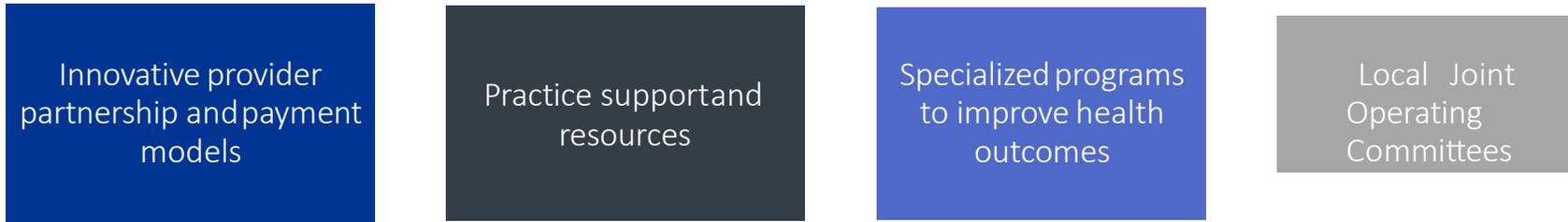
Our suite of value-based programs offers a wide array of value-based programs focused on partnering with health care providers for quality improvement.



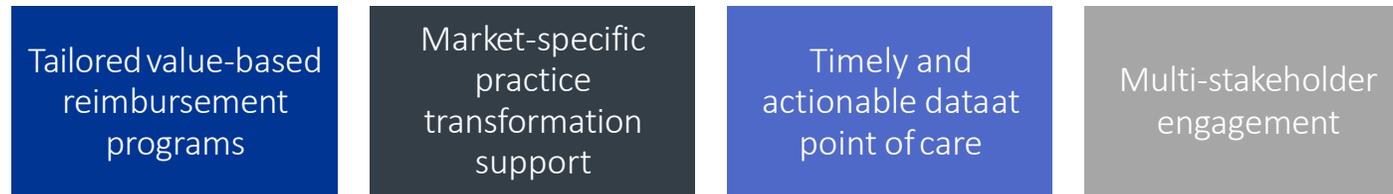
AmeriHealth Caritas Value-Based Strategy

Goal

Build effective collaborations with health care providers to help individuals access care, stay well, and build healthy communities.



Key components of a successful strategy.



Data Made Easy



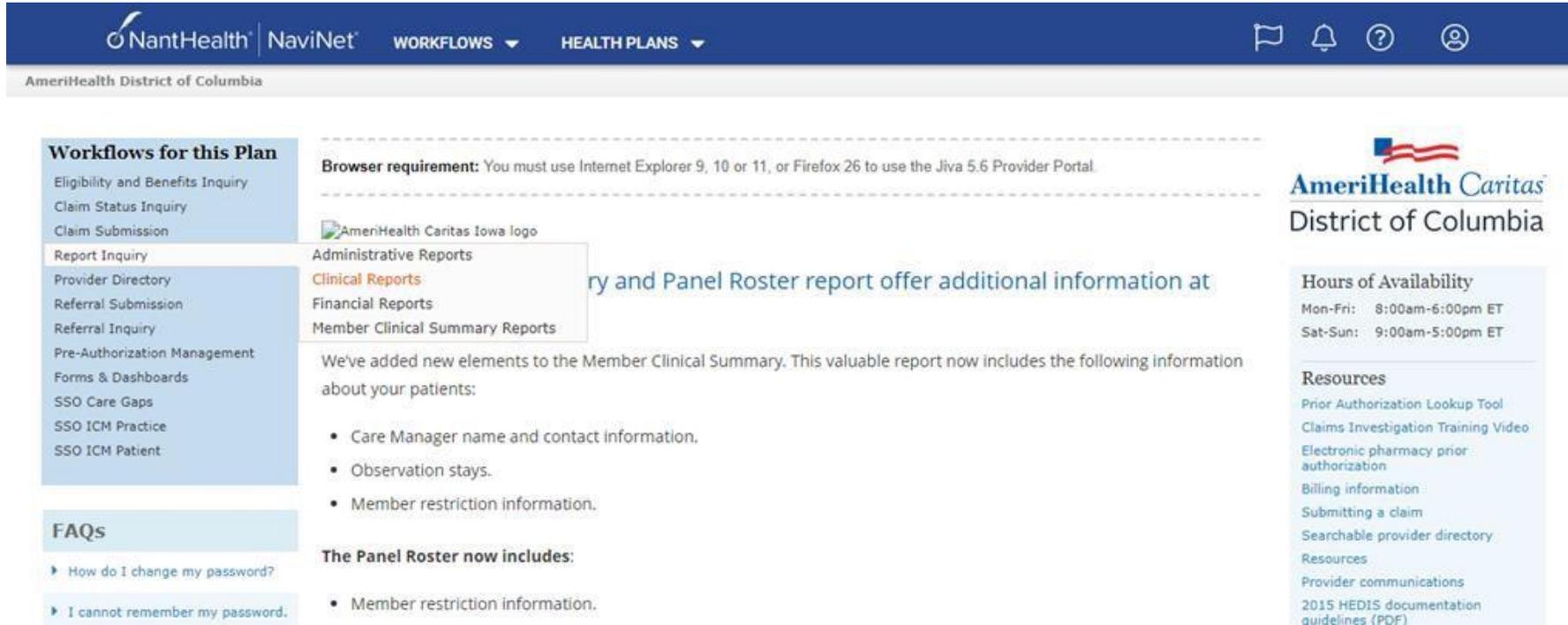
Log into NaviNet: select the appropriate Health Plan



The screenshot shows the NaviNet interface. At the top, there is a dark blue navigation bar with the NantHealth logo, 'NaviNet', and dropdown menus for 'WORKFLOWS' and 'HEALTH PLANS'. On the right side of the bar are icons for a flag, a bell, a question mark, and a user profile. Below the navigation bar is a search bar with the placeholder text 'type here to search for any plan ...'. Below the search bar is a message: 'Can't see the plan you want? Use search to find your plan'. The main content area is titled 'My Plans' and displays a grid of health plan options. The 'AmeriHealth Caritas District of Columbia (ACDC)' plan is highlighted with a grey background, and a tooltip box is visible over it.

My Plans			
AmeriHealth Caritas Delaware	AmeriHealth Caritas Next - North Carolina	AmeriHealth PA Medical Assistance Plan	Keystone First VIP Choice
AmeriHealth Caritas District of Columbia (ACDC)	AmeriHealth Caritas Ohio	Blue Cross Complete of Michigan	Medicare
AmeriHealth Caritas Louisiana	AmeriHealth Caritas District of Columbia (ACDC)	First Choice VIP Care Plus (Medicare-Medicaid Plan) and First Choice VIP Care (D-SNP)	New Jersey Children's System of Care, Contracted System Administrator - PerformCare
AmeriHealth Caritas New Hampshire	Community HealthChoices	Keystone First	PerformCare
AmeriHealth Caritas North Carolina	AmeriHealth Caritas VIP Care	Keystone First Community HealthChoices	Select Health of South Carolina
	AmeriHealth Caritas VIP Care Plus		

From the ACDC Plan Central page: Workflows for this Plan Report Inquiry then “Clinical Reports”



The screenshot shows the NantHealth NaviNet interface. The top navigation bar includes 'NantHealth | NaviNet', 'WORKFLOWS', and 'HEALTH PLANS'. The main content area features a left-hand navigation menu with 'Workflows for this Plan' and 'FAQs'. The 'Workflows for this Plan' menu is expanded to show 'Report Inquiry', which is highlighted. A dropdown menu for 'Report Inquiry' is visible, listing 'Administrative Reports', 'Clinical Reports' (highlighted in red), 'Financial Reports', and 'Member Clinical Summary Reports'. The main content area displays a browser requirement message, the AmeriHealth Caritas Iowa logo, and a section titled 'Report Inquiry and Panel Roster report offer additional information at'. Below this, there is a paragraph about new elements in the Member Clinical Summary report and a list of features: Care Manager name and contact information, Observation stays, and Member restriction information. The 'FAQs' section lists 'How do I change my password?' and 'I cannot remember my password.'. On the right side, there is a 'Hours of Availability' section and a 'Resources' section with links to various tools and documents.

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Report Inquiry**
- Provider Directory
- Referral Submission
- Referral Inquiry
- Pre-Authorization Management
- Forms & Dashboards
- SSO Care Gaps
- SSO ICM Practice
- SSO ICM Patient

FAQs

- ▶ How do I change my password?
- ▶ I cannot remember my password.

Browser requirement: You must use Internet Explorer 9, 10 or 11, or Firefox 26 to use the Jiva 5.6 Provider Portal.

AmeriHealth Caritas Iowa logo

Administrative Reports

Clinical Reports

Financial Reports

Member Clinical Summary Reports

Report Inquiry and Panel Roster report offer additional information at

We've added new elements to the Member Clinical Summary. This valuable report now includes the following information about your patients:

- Care Manager name and contact information.
- Observation stays.
- Member restriction information.

The Panel Roster now includes:

- Member restriction information.

Hours of Availability

Mon-Fri: 8:00am-6:00pm ET
Sat-Sun: 9:00am-5:00pm ET

Resources

- Prior Authorization Lookup Tool
- Claims Investigation Training Video
- Electronic pharmacy prior authorization
- Billing information
- Submitting a claim
- Searchable provider directory
- Resources
- Provider communications
- 2015 HEDIS documentation guidelines (PDF)

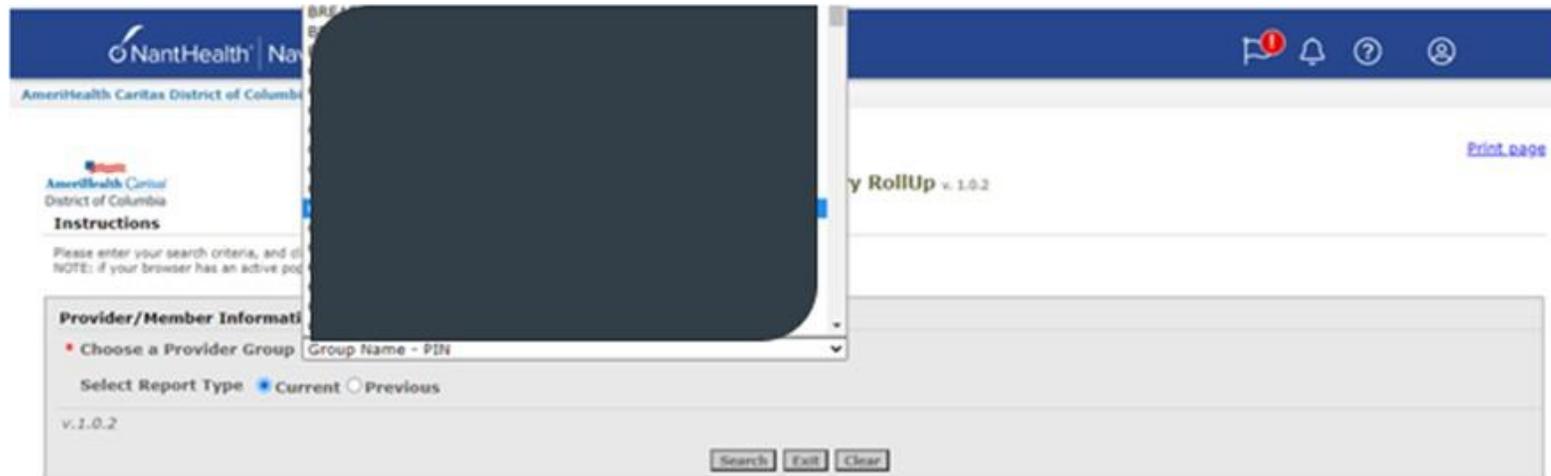
You will be presented with a screen that requires you to select the appropriate Clinical Report.



Select the report entitled “Care Gap Query Rollup”

The screenshot shows the NantHealth NaviNet interface for the AmeriHealth Caritas District of Columbia (ACDC) Clinical Report Inquiry. The page title is "AmeriHealth Caritas District of Columbia (ACDC) Clinical Report Inquiry". The breadcrumb trail is "AmeriHealth Caritas District of Columbia (ACDC) | Clinical Reports Inquiry | Report Selection". A "Print page" link is visible in the top right corner. The main content area features a "Select Report:" dropdown menu. The dropdown is open, displaying a list of report types: Admit Report, Admit Report RollUp, Care Gap Query, Care Gap Query RollUp (highlighted in blue), Care Manager Report, Discharge Report, Discharge Report RollUp, HEDIS Improvement Campaign Query, Member Alert Standalone Care Gap Request, Missing and Overdue Care Gaps Adolescent Only, Missing and Overdue Care Gaps Adult Only, Missing and Overdue Care Gaps All Members, Missing and Overdue Care Gaps Pediatric Only, QEP ER Utilization Report, QEP Perinatal Report, QEP Report Card, and Single Service Care Gap Query. Below the dropdown menu are "Select" and "Exit" buttons. A note on the left side of the dropdown menu reads: "Please note, to request a CSV or Excel application on your computer, you must have the MS Excel application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer, you will have the option to simply save the report to your computer." A note on the right side of the dropdown menu reads: "To request CSV or Excel report file you must have the MS Excel application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer, you will have the option to simply save the report to your computer." The footer contains the copyright notice: "Copyright © 2022 NaviNet, Inc. All rights reserved. NaviNet® is a registered trademark of NaviNet, Inc. and/or its affiliates."

Choose a Provider Group

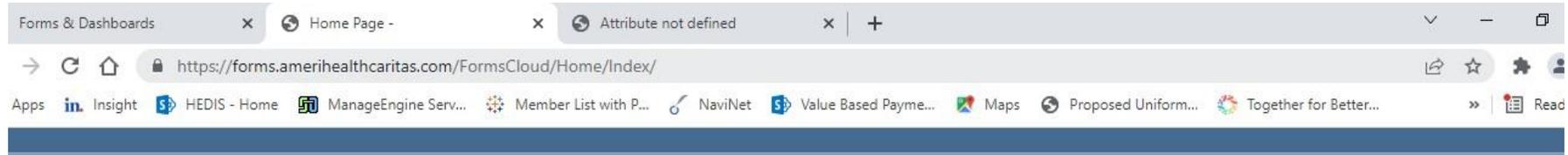


The screenshot shows a web application interface. At the top left, there is a blue header with the NantHealth logo and the text "AmeriHealth Caritas District of Columbia". Below this, on the left side, there is a sidebar with the AmeriHealth Caritas logo and the text "District of Columbia". Underneath, there is a section titled "Instructions" with the text "Please enter your search criteria, and click on the search button." and a note: "NOTE: if your browser has an active pop-up blocker, you may not see this message." Below the instructions, there is a section titled "Provider/Member Information" with a dropdown menu labeled "Choose a Provider Group" and a text input field "Group Name - PIN". Below this, there is a section titled "Select Report Type" with two radio buttons: "Current" (selected) and "Previous". At the bottom left of the sidebar, there is a version number "v.1.0.2". At the bottom of the sidebar, there are three buttons: "Search", "Exit", and "Clear". On the right side of the main content area, there is a blue header with a notification icon, a bell icon, a question mark icon, and a user profile icon. Below this, there is a "Print page" link. The main content area also displays "y RollUp v. 1.0.2".

At that point the report will run and will look like this
 (NOTE that I have hidden all of the Member PII)

1	A	B	C	D	E	F	G	H	I	N	O	Formula Bar	Q	R	S	T	U	V	W	
	Tax ID	Provider Id	Provider Name	Men Last	IF	D	Ad	Ac	Condition	Service	Rule of Fr	Status	Last Service Ot	Last Value	Next Due	Even	Response	Status		
2									Preventive Health	Cervical C	Every 3-5	Non-Compliant							10/26/2021	Response Required
3									Preventive Health	Cervical C	Every 3-5	Non-Compliant							10/26/2021	Response Required
4									Preventive Health	Child and	Annually	Non-Compliant	11/18/2020						11/18/2021	Response Required
5									EPSDT	EPSDT-AN	Annually	Non-Compliant							10/26/2021	
6									Preventive Health	Immuniza	By 13 year	Non-Compliant								
7									Preventive Health	Weight As	Annually	Non-Compliant							10/26/2021	
8									Preventive Health	Weight As	Annually	Non-Compliant							10/26/2021	
9									EPSDT	EPSDT-AN	Annually	Non-Compliant							10/26/2021	
10									EPSDT	EPSDT-An	Annually	Non-Compliant							10/26/2021	
11									Preventive Health	Annual Dc	Annually	Non-Compliant							10/26/2021	
12									Preventive Health	Weight As	Annually	Non-Compliant							10/26/2021	
13									Preventive Health	Weight As	Annually	Non-Compliant							10/26/2021	
14									Diabetes	Kidney He	Annually	Non-Compliant	5/28/2021						5/28/2022	
15									Diabetes	Blood Glu	At Risk inc	At Risk								
16									Preventive Health	Cervical C	Every 3-5	Non-Compliant	4/13/2018						4/13/2021	Response Required
17									Preventive Health	Cervical C	Every 3-5	Non-Compliant	5/9/2018						5/9/2021	Response Required
18									Medication Managem	Asthma M	Ongoing	Non-Compliant	7/21/2021	0					10/26/2021	
19									EPSDT	EPSDT-AN	Annually	Non-Compliant							10/26/2021	
20									EPSDT	EPSDT-An	Annually	Non-Compliant							10/26/2021	
21									Preventive Health	Weight As	Annually	Non-Compliant							10/26/2021	

Single sign on function from Navinet to 3m



Member Care Plan

This care plan was developed with the support of care coordinators to help members improve their personal health. Members, Providers and Care partners have specific roles to help members move forward with their care plan.

- [View Care Plan](#)

Provider Dashboard

3M™ Health Information Systems (3M HIS) Dashboard.

- [Provider Dashboard](#)



Health Risk Assessment

This Health Risk Assessment (HRA) collects information on Member health history, self-perceived health status, readiness to change, language preference and identifies Social Determinants of Health that may be impacting the Member's health outcomes.

- [View Health Risk Assessment Form](#)



Medical Home Dashboard

3M Home Dashboard

Park County ACO 01/2015-12/2015 (Claims paid through 12/31/2015)

1 Enter text to search...

2

Total Cost of Care

Key Performance Measure	
Total Actual vs Expected PMPM	\$11.59
Inpatient Actual vs Expected PMPM	(\$4.32)
Outpatient Actual vs Expected PMPM	\$8.17
Provider Actual vs Expected PMPM	\$0.66
Rx Actual vs Expected PMPM	\$7.08

Potentially Preventable Events

Key Performance Measure		
Allowed Potentially Preventable PMPM	\$123.49	
PPR Admits Actual vs Expected PKPY	0.7	Member List
PPA Admits Actual vs Expected PKPY	0.3	Member List
PPV Visits Actual vs Expected PKPY	72.7	Member List
PPS Actual vs Expected PKPY	356.4	Member List

Utilization

Key Performance Measure		
Inpatient Admits Actual vs Expected PKPY	0.8	Member List
ER Visits Actual vs Expected PKPY	97.6	Member List
Rx Scripts Actual vs Expected PKPY	(174.2)	Member List
% Generic Rx Scripts	82.78 %	Member List

Population Data

All Members: 33,196

- 46.17% Healthy & Non Users
- 1.69% Pregnancy/Delivery
- 6.98% Significant Acute
- 14.64% Minor Chronic
- 18.62% Moderate Chronic
- 10.95% Dominant Chronic
- 9.44% Malignancies & Catastrophic

Reports

- Care Management Patient List
- Recorded Gap: Chronic Fallout
- Recorded Gap: Jump in Illness Burden
- Recorded Gap: Lack of Discharge Follow-up
- Recorded Gap: Newly Chronic
- Recorded Gap: No Office Visit in Last 6 Months

Supporting Resources

Supporting Resource links have moved and are now located under the 'Home' Tab 'Resource Library' link

6

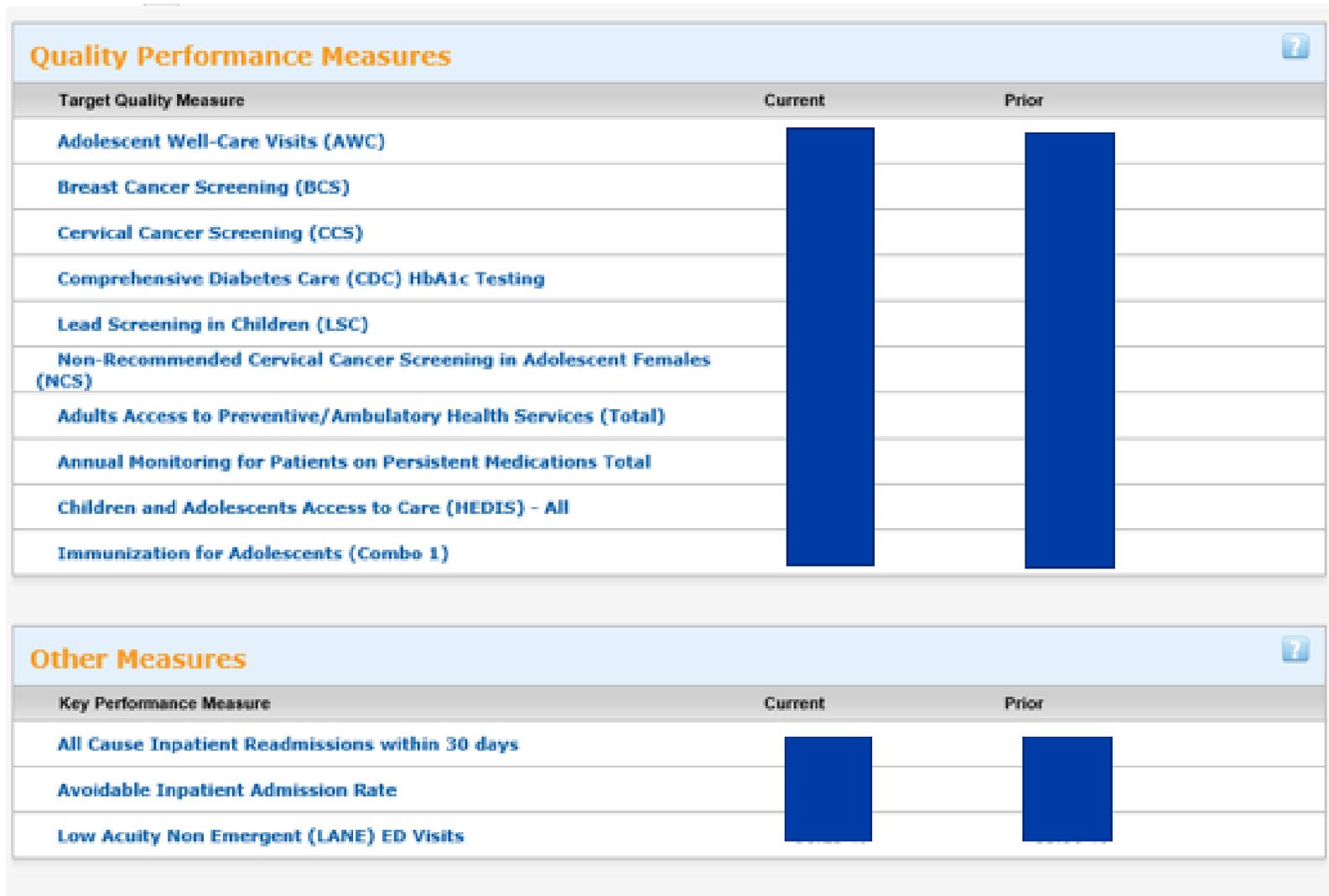
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The 3M Medical Home Dashboard supports the implementation of accountable care programs, medical homes and other programs by providing users with quick, easy access to critical key performance indicators.

1. Provider Search
2. Key Performance Indicators
3. Population Data
4. Reports
5. Supporting Resources
6. Member Lists

QEP dashboard



PICS Data Example Components

Medication
adherence (MPR)

Care Coordination

Socio-
determinants of
health

Medical cost and
utilization

Hospital Dominant
Morbidity & Frailty
Conditions

Risk severity/RUB

Travel distance
between member
and provider

Lab/Clinical Values

Comorbidities
(Major Chronic
Diseases)

Potentially
preventable
adverse events

Poverty status

Adjusted Clinical
Groups (Overall
Disease Burden)

PICS Overview – Risk Percentile and Risk Levels

- PICS Score is the summation of the scores from all ranking fields. It is used to generate PICS Percentile from 1 to 100 in the descending order.
 - The PICS Percentile is then used to stratify member population into 5 risk buckets or groups called PICS Group. These include top 1%, top 2-5%, top 6-15%, top 16-35% and non-top 35%.
 - Similarly, these 5 groups are also placed into 5 risk levels following their respective PICS group categories. These PICS Risk Levels are Very High, High, Moderate, Low, and Very Low risk Levels.
-



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